

For Immediate Release

DECEMBER 16TH, 2018

DATELINE RICHMOND, VA **RRHA KEEPING RESIDENTS WARM INITIATIVE**

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THE RRHA HEAT STAFF ALONG WITH ONE OF THEIR CONTRACTORS PICTURED HERE IN FAIRFIELD COURT

RRHA's experience from last year's winter has led the agency to taking significant proactive steps to address the issue of keeping residents warm this coming winter season. RRHA is responsible for the maintenance of close to 4,000 apartments in 17 public housing communities in Richmond.

RRHA is committing \$5.4 million from Capital Grant funds provided by the U.S. Department of Housing and Urban Development for heat and hot water related issues. RRHA, like other public housing authorities across the country, relies on funding appropriated annually by Congress to make major capital improvements. These capital improvement funds are being prioritized by RRHA to identify and repair or replace aging boilers, piping and hot water heaters. Currently, RRHA has its heat staff along with two local heating contractors carrying out the work.

While RRHA is moving ahead with these improvements, it is also responding to heating concerns raised by residents. As of today, **83** apartments are experiencing loss of heat due to boiler related issues where a boiler requires significant repairs or outright replacement. An additional 49 apartments are experiencing partial loss of heat due to one or more radiators not working. In all cases, RRHA's first priority is to restore the apartment's temperature to 68 degrees as mandated by Virginia law during the heating season. This is accomplished by providing electric space heaters as a **temporary** measure to respond to the immediate problem. All affected apartments have been issued space heaters. RRHA's ultimate goal is to restore permanent heat to the affected apartment as quickly as possible depending on the cause of the problem.

RRHA residents can help minimize the time that it takes to restore heat to their apartment. If they experience a loss of heat, they should immediately call (804) 780-8700. Calling this number allows RRHA to prioritize the complaint. Loss of heat receives the highest priority and it allows RRHA to track progress in making repairs until the job is done.

As we move into 2019 RRHA is keeping its promise and commitment to its residents to be more proactive and responsive to the needs residents in all of its communities.